

# CWT Portrait – User Guide

*CWT Portrait* is an online profile management tool that gives travelers and travel arrangers the ability to create and update their information 24/7 year-round.

*CWT Portrait* ensures traveler preferences and data automatically apply to all travel reservations—whether made using an online booking tool or with a CWT travel counselor.

You access *CWT Portrait* by clicking on the **'My Travel Profile'** button in the top right hand corner of your *CWT Portal*.

Welcome, Victor Fernandes

My Travel Profile

Welcome Victor Fernandes

Powered by CWT Portrait

\*Indicates Required Field

Travel Documents And Electronic Authorisations

Document type

Passport

Number: Country: Expiration date: City, State/Province of Issue: Country of Issue: Issue Date:

Reporting Information

\* Cost Center

min: 1 max: 50

Reporting Information Legend

- A = Alphabetic (a-z, A-Z) plus space
- N = Numeric (0-9) plus space
- E = Alphanumeric (a-z, A-Z, 0-9), space, ampersand (&), asterisk (\*), at sign (@), hyphen (-), forward slash (/), period (.), underscore (\_)

SUBMIT CHANGES IGNORE - SKIP THIS STEP

When accessing *CWT Portrait* you will be requested to complete some required fields (eg. Reporting information, contact information, ...) before completing the rest of your traveller profile.

Upon completing the fields click on **SUBMIT CHANGES** button to save your changes. You can also decide to ignore this step and access your profile directly by clicking on **IGNORE - SKIP THIS STEP**

Please note that as long as these required fields are not completed you'll always be shown this mask when accessing *CWT Portrait*.

*CWT Portrait* consists of seven menus (Traveller Details, Communication, Payment/Reporting, Air, Car, Hotel and Rail). Each menu contains a sub-menu in which you can add/update your information. By default the Traveller Details menu will show up.

Victor Fernandes  
Tuesday, August 6, 2013

Manage Traveller

MANAGE REMOVE

Traveller Profile Update Status

Traveller Details	Unchanged
Communication	Unchanged
Payment/Reporting	Unchanged
Air	Unchanged
Car	Unchanged
Hotel	Unchanged
Rail	Unchanged

SUBMIT CHANGES

Traveller Details

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SUBMIT CHANGES Help

\*Indicates Required Field

- Traveller Information
- Phone Number
- E-mail Address
- Address
- Emergency Contact
- Travel Documents And Electronic Authorisations
- Driver's License
- Citizenship

SUBMIT CHANGES

There is an help menu in the top right hand corner of *CWT Portrait*. You can also contact our CWT Technical Service Center :  
[onlinesupport@carlsonwagonlit.ch](mailto:onlinesupport@carlsonwagonlit.ch)  
or call + 41 58 322 25 50

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## Traveller Details

\*Indicates Required Field

- ▶ Traveller Information
- ▶ Phone Number
- ▶ E-mail Address
- ▶ Address
- ▶ Emergency Contact
- ▶ Travel Documents And Electronic Authorisations
- ▶ Driver's License
- ▶ Citizenship

In the Traveller Details menu you'll be able to add/update your name, phone numbers, emails. You can open and close all sub-menu by clicking on ▶

Use the 'add' buttons to add information to your profile. You can also update existing information by clicking the specific cell. Once you've added/modified something in the profile, the **SUBMIT CHANGES** buttons will appear active (in red). By clicking on it you will save & synchronise the data to the travel agency/Online booking tool.

In the Communication menu you'll be able to add/update your travel arranger(s). Only people holding a profile in the *CWT Portrait* database can be selected as arranger. Once nominated, the arranger will have access to your profile and be able to book a trip for you in the online booking tool (when available).

## Communication

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\*Indicates Required Field

**SUBMIT CHANGES** | Help

▼ Arranger - Pending

* Arranger	Primary Arranger	Receive e-invoice
swi	<input type="checkbox"/>	<input type="checkbox"/>
SWITZERLAND,COT		
Switzerland,OFC		
Switzerland,TSC		

**RESET** **ADD ARRANGER**

## Payment/Reporting

\*Indicates Required Field

- ▶ Credit Cards
- ▶ Reporting Information

Under Payment/Reporting menu you'll be able to add/update your credit card details and see the reporting information (eg. Cost center, ...) when available.

When adding a credit card always mention for what service the payment is used for (air, hotel, car or rail).

Under Air, Car, Hotel or Rail you'll be able to add your travel preferences and membership cards.

Air	Unchanged
Car	Unchanged
Hotel	Unchanged
Rail	Unchanged

➔ Air

\*Indicates Required Field

- ▶ Frequent Flyer
- ▶ Air Preferences

The **nominated arranger** will have a 'Manage Traveller' box on the top left hand corner. From there the arranger can access his/her traveller's profile using the drop-down list and clicking on **MANAGE** button. You'll then access the traveller profile and be able to add/update the information.

**Manage Traveller**

▼

**MANAGE** **REMOVE**

**Traveller Profile Update Status**

Traveller Details	Unchanged
Communication	Unchanged

## Update History

Date	Changed By
2013-Jul-31	Victor Fernandes, 14096270
2013-Jul-17	Victor Fernandes, 14096270
2013-Jul-17	Victor Fernandes, 14096270

**VIEW HISTORY**

In the 'view history' menu you'll be able to view past modifications to your profile.